

IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claims, AMEND claims, and ADD new claims, in accordance with the following:

1. (CURRENTLY AMENDED) A method for managing product information, said method comprising ~~the steps of~~:
 - (a) ~~retrieving~~ warranty information₁ corresponding to ~~the~~ a purchased product identification₁ received from a customer-terminal used by a customer, from a sales information management database managing the purchased product identification identifying a product that the customer purchased and ~~the~~ warranty information showing a warranty of the product;
 - (b) ~~informing~~ selective selectable request items with the retrieved warranty information ~~retrieved in said step (a)~~ to the customer-terminal; and
 - (c) ~~conducting~~ a request process corresponding to one of the selective selectable request items, which is indicated from the customer-terminal.
2. (CURRENTLY AMENDED) The method as claimed in claim 1, wherein said ~~step (c)~~ comprises ~~the step of deleting~~ the purchased product identification and the warranty information of a product identified by the purchased product identification, which purchased product identification is received from the customer-terminal, from the sales information management database when one of the selective selectable request items, which is indicated from the customer-terminal, shows a request to delete information related to a product that the customer purchased.
3. (CURRENTLY AMENDED) The method as claimed in claim 1, wherein:
said sales information management database manages the customer information concerning the customer by corresponding the customer to the purchased product identification of the product that the customer purchased₁; and
said ~~step (c)~~ conducting a request process comprises ~~the steps of~~:
 - (d) ~~distributing~~ a repair request sheet including repair information for a repair

person who is selected by searching from the sales information management database based on the customer information corresponding to the purchased product identification received from the customer-terminal when one of the selective selectable request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased; and

(e)-maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as repair history information to a repair history database.

4. (CURRENTLY AMENDED) The method as claimed in claim 3, wherein said-step ~~(e) conducting a request process~~ further comprises: ~~the step of~~ notifying the customer of selective selectable receiving place items showing places to receive a repaired product so that said-step ~~(d) distributing a repair request sheet~~ distributes said repair request sheet including one of the selective selectable receiving place items, which is indicated by the customer, to said repair person.

5. (CURRENTLY AMENDED) The method as claimed in claim 3, wherein said-step ~~(b) informing selectable request items~~ comprises ~~the steps of~~:
checking whether or not a same repair is conducted within a predetermined period, by searching for the repair history information from said repair history database based on the purchased product identification received from the customer; and
informing said warranty information and said request items with a ~~check result of said~~ checking to the customer.

6. (CURRENTLY AMENDED) The method as claimed in claim 3, further comprising ~~the steps of~~:
(f)-searching for the purchased product identification corresponding to the repair contents showing a recall from said repair history database;
(g)-extracting the customer information from said sales information management database based on the purchased product identification searched in the step (f); and
(h)-informing recall information to recall a product, to each customer who purchased the product based on the customer information extracted in the step (g).

7. (CURRENTLY AMENDED) The method as claimed in claim 3, further comprising

~~the steps of:~~

(i)-searching for the repair history information from the repair history information database based on the purchased product identification when a request message including the purchased product identification and requesting a repair status is received from the customer; and

(j)-sending the repair status created, based on the searched repair history information, ~~searched in the step (i)~~ to the customer-terminal.

8. (CURRENTLY AMENDED) The method as claimed in claim 3, wherein said ~~step (e) conducting a request process~~ comprises ~~the steps of:~~

(k)-specifying a product based on the purchased product identification received from the customer-terminal when one of said ~~selective~~ selectable request items, which is selected by the customer, shows a request to collect the product, which the customer purchased, to dispose of same; and

(l)-obtaining, from a table maintaining a collection fee for each product, each collection fee related to the product specified ~~in the step (k)~~ to be disposed of and calculating the total collection fee;

(~~m~~)-distributing a collection request sheet including collection contents and the total collection fee ~~calculated in the step (l)~~ to a collection person selected based on the customer information corresponding to the purchased product identification received from the customer-terminal.

9. (CURRENTLY AMENDED) The method as claimed in claim 1, further comprising ~~the step of (n)-informing the purchased product identification~~ to the customer-terminal of the customer based on the customer information when the purchased product information, in which shop identification information identifying a shop is provided, and the customer information concerning the customer are received through a shop-terminal which the shop uses.

10. (CURRENTLY AMENDED) The method as claimed in claim 1, further comprising ~~the steps of:~~

(~~o~~)-maintaining the purchased product identification including shop identification identifying a shop and the customer information by corresponding to the purchased product identification in said sales information management database; and

(~~p~~)-creating a product list listing product information of purchased product of the customer based on the purchased product identification corresponding to the customer

information retrieved from the sales information management database when the customer information is received, and sending the product list to the customer-terminal.

11. (CURRENTLY AMENDED) The method as claimed in claim 10, further comprising ~~the steps of~~:

~~(q)~~-obtaining the purchased product identification of products which the shop sold, by searching for the shop identification of the shop from said sales information management database when a request message requesting to obtain information related to product, which are sold by the shop and are consumed, is received from the shop-terminal of the shop;

~~(r)~~-creating need-to-replace product information of products that are identified by the purchased product identification obtained in the step (q) and are needed to replace, by referring to a table maintaining a replacement time of each product; and

~~(s)~~-notifying the need-to-replace product information to the shop-terminal.

12. (CURRENTLY AMENDED) The method as claimed in claim 11, further comprising ~~the step of~~ sending advertisement information based on the customer information retrieved from said sales information management database by the purchased product identification of the product, which ~~are needed~~ need to be replaced, when advertisement information₁ including advertisement contents₁ is received from the shop-terminal.

13. (CURRENTLY AMENDED) A computer-readable recording medium having a program recorded thereon for causing a computer to manage product information, ~~said program comprising the codes of~~ by:

~~(a)~~-retrieving warranty information corresponding to the purchased product identification received from a customer-terminal used by a customer, from a sales information management database managing the purchased product identification identifying a product that the customer purchased and the warranty information showing a warranty of the product;

~~(b)~~-informing selective selectable request items with the warranty information retrieved by said code (a) to the customer-terminal; and

~~(c)~~-conducting a request process corresponding to one of the selective selectable request items, which is indicated from the customer-terminal.

14. (CURRENTLY AMENDED) The computer-readable recording medium as claimed in claim 13, wherein:

said sales information management database manages the customer information concerning the customer by corresponding the customer to the purchased product identification of the product that the customer purchased; and

said ~~code (e)~~ conducting a request process comprises the codes of:

(d)-distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the customer information corresponding to the purchased product identification received from the customer-terminal when one of the ~~selective~~ selectable request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased; and

(e)-maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as repair history information to a repair history database.

15. (CURRENTLY AMENDED) An apparatus for managing product information, ~~said apparatus~~ comprising:

a sales information management database managing the purchased product identification identifying a product that the customer purchased and ~~the~~ warranty information showing a warranty of the product;

a warranty information retrieving part retrieving warranty information corresponding to the purchased product identification received from a customer-terminal used by a customer, from said sales information management database;

a request item informing part informing ~~selective~~ selectable request items with the warranty information retrieved by said warranty information retrieving part to the customer-terminal; and

a request process conducting part conducting a request process corresponding to one of the ~~selective~~ selectable request items, which is indicated from the customer-terminal.

16. (CURRENTLY AMENDED) The apparatus as claimed in claim 15, wherein:
said sales information management database manages the customer information concerning the customer by corresponding the customer to the purchased product identification of the product that the customer purchased; and

said request process conducting part comprises:

a repair request sheet distributing part distributing a repair request sheet

including repair information for a repair person who is selected by searching from the sales information management database based on the customer information corresponding to the purchased product identification receive from the customer-terminal when one of the ~~selective~~ selectable request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased; and a repair contents maintaining part maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as repair history information to a repair history database.

17. (CURRENTLY AMENDED) A method for requesting to repair a purchased product through a customer-terminal, said method comprising ~~the steps of~~:
displaying a product list₁ listing purchased products at a display unit of the customer-terminal;
sending purchased product identification₁ identifying a product selected from said product list by a customer using the customer-terminal, to a support center supporting the product; and
requesting to repair the product₁ identified by the purchased product identification₁ by informing the support center of one of ~~selective~~ selectable request items, which is selected by the customer, when warranty information₁ showing warranty ~~contents~~ coverage of the product and the request items₁ ~~are~~ is received from the support center.

18. (CURRENTLY AMENDED) A computer-readable recording medium having a program recorded thereon for causing a computer to request to repair a purchased product through a customer-terminal, ~~said computer-readable recording medium comprising the codes of~~:

~~(v)~~-displaying a product list₁ listing purchased products₁ at a display unit of the customer-terminal;

~~(w)~~-sending purchased product identification₁ identifying a product selected from said product list by a customer using the customer-terminal, to a support center supporting the product; and

~~(x)~~-requesting to repair the product₁ identified by the purchased product identification₁ by informing the support center one of ~~selective~~ selectable request items, which is selected by the customer, when warranty information showing warranty contents of the product and the request items are received from the support center.

19. (CURRENTLY AMENDED) An apparatus for requesting to repair a purchased product through a customer-terminal, ~~said apparatus~~ comprising:

a displaying part displaying a product list listing purchased products at a display unit of the customer-terminal;

a sending part sending purchased product identification₁ identifying a product selected from said product list by a customer using the customer-terminal, to a support center supporting the product; and

a repair requesting part requesting to repair the product₁ identified by the purchased product identification₁ by informing the support center of one of ~~selective~~ selectable request items, which is selected by the customer, when warranty information showing warranty contents of the product and the request items are received from the support center.